

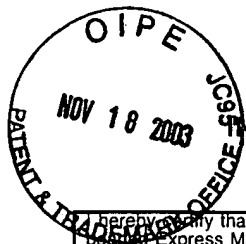
NOV 20 2003

Atty Docket No.: CSCO-38240

RCE/3629

Walden

11-28-03



THE UNITED STATES PATENT AND TRADEMARK OFFICE  
Patent Application

I hereby certify that this transmittal of the below described documents is being deposited with the United States Postal Service in an envelope bearing Express Mail Postage and an Express Mail label, with the below serial number, addressed to the Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450, on the below date of deposit.

Express Mail Label No.:	EV 996556256 US	Name of Person Making the Deposit:	ANTHONY CHOU
Date of Deposit:	11/18/03	Signature of the Person Making the Deposit:	<i>Anthony Chou</i>

In re Application of: BUONANNO, et al.

Serial No.: 09/776,175

Examiner: Borissov, Igor

Filed: 1/18/01

Art Unit: 3629

For: PROACTIVE CALL AND CONTACT CENTER SYSTEM

**Mail Stop RCE**

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

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 NOV 25 2003  
**GROUP 3600**

REQUEST FOR CONTINUED EXAMINATION (RCE) TRANSMITTAL  
(SUBSECTION(B) OF 35 U.S.C. § 132)

This is a Request for Continued Examination (RCE) under 37 C.F.R. § 1.114 for the above-identified application.

1. Submission required under a filing under 37 C.F.R. § 1.114

a. ☐ Previously submitted

i. ☐ Consider the amendment(s)/ reply under 37 C.F.R. § 1.116 previously filed on \_\_\_\_\_  
 (Any unentered amendment(s) referred to above will be entered)

ii. ☐ Consider the arguments in the Appeal Brief or Reply Brief previously filed on \_\_\_\_\_

iii. ☐ Other \_\_\_\_\_

b. ☒ Enclosed

i. ☒ Amendment/Reply

ii. ☐ Affidavit(s)/Declaration(s)

11/21/2003 JADD01 00000061 09776175

iii. ☐ Information Disclosure Statement (IDS)

01 FC:1801

770.00 OP

iv. ☐ Other \_\_\_\_\_

2. Miscellaneous

a. ☐ Suspension of action on the above-identified application is requested under 37 C.F.R. § 1.103(c) for a period of \_\_\_\_\_ months.  
 (period of suspension shall not exceed 3 months; Fee under 37 C.F.R. § 1.17(l) required)

b. Other \_\_\_\_\_

**Extension of Term**

3. The proceedings herein are for a patent application and the provisions of 37 C.F.R. 1.136 apply.

- (a) ☐ Applicant petitions for an extension of time under 37 C.F.R. 1.136 (fees: 37 C.F.R. 1.17(a)-(d) for the total number of months checked below:)

Extension	Fee
<input type="checkbox"/> one month	\$110.00
<input type="checkbox"/> two months	\$420.00
<input type="checkbox"/> three months	\$950.00
<input type="checkbox"/> four months	\$1,480.00
<input type="checkbox"/> five months	\$2,010.00

Fee \$ 0.00

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If an additional extension of time is required, please consider this a petition therefor.

- (b) ☒ Applicant believes that no extension of term is required. However, this conditional petition is being made to provide for the possibility that applicant has inadvertently overlooked the need for a petition for extension of time.

**FEES DUE**

The RCE fee under 37 C.F.R. § 1.17(e) is required by 37 C.F.R. § 1.114 when the RCE is filed.

CLAIMS					
	NO. OF CLAIMS	PREVIOUSLY PAID CLAIMS	EXTRA CLAIMS	RATE	FEES
Request for continued examination fee					\$770.00
Total Claims	25	Minus 26=	0	X \$18 =	\$0.00
Independent Claims	7	Minus 7=	0	X \$84 =	\$0.00
If multiple dependent claims are presented, add \$260.00					\$0.00
<b>TOTAL APPLICATION FEE DUE</b>					<b>\$770.00</b>

**PAYMENT OF FEES**

1. The full fee due in connection with this communication is provided as follows:
- ☒ The Commissioner is hereby authorized to charge any additional fees associated with this communication or credit any overpayment to Deposit Account No.: 23-0085.  
A duplicate copy of this authorization is enclosed.
- ☒ A check in the amount of \$ 770.00


[ ] Charge any fees required or credit any overpayments associated with this filing to Deposit  
Account No.: 23-0085.

Please direct all correspondence concerning the above-identified application to the  
following address:

**WAGNER, MURABITO & HAO LLP**  
Two North Market Street, Third Floor  
San Jose, California 95113  
(408) 938-9060

Respectfully submitted,

Date: November 18, 2003

By:   
Matthew J. Blecher  
Reg. No. 46,558

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CSO-38240

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

BUONANNO, et al.

Serial Number: 09/766,175

Filing Date: January 18, 2001

For: PROACTIVE CALL AND CONTACT  
CENTER SYSTEM

Examiner: Borissov,  
Igor N.

Art Unit: 3629

Hon. Assistant Commissioner for Patents  
Alexandria, VA 22313-1450

AMENDMENT AND RESPONSE

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NOV 25 2003  
GROUP 3600

Dear Sir:

In response to the Final Office Action mailed on August 22, 2003, and received prior to the filing of the present Request for Continued Examination, Applicants respectfully request further examination and reconsideration of the above captioned patent application in view of the arguments and amendments set forth below.

Serial No.: 09/766,175

Examiner: Borissov, I.  
Art Unit: 3629